

GOOD AFTERNOON. I AM ELIZABETH SEALE, DEPUTY SECRETARY FOR THE DEPARTMENT OF HUMAN RESOURCES (DHR). THANK YOU FOR THIS OPPORTUNITY TO SHARE WITH YOU HOW THE COMMUNITY SERVICES ADMINISTRATION (CSA) PROGRAMS AND LOCAL ADULT SERVICES PROGRAMS STRENGTHEN COMMUNITIES AND FAMILIES THROUGH SERVICE, INNOVATION, AND RE-ENGINEERING.

**VISION AND MISSION:**

- CSA ENVISIONS A MARYLAND WHERE INDIVIDUALS AND FAMILIES ARE SAFE, INDEPENDENT, AND HAVE A HIGH QUALITY OF LIFE.
- CSA DELIVERS QUALITY PROGRAMS AND SERVICES FOSTERING INDEPENDENCE, SAFETY AND STABILITY FOR INDIVIDUALS AND FAMILIES IN THEIR COMMUNITIES. CSA WORKS IN PARTNERSHIP WITH THE 24 LOCAL DEPARTMENTS OF SOCIAL SERVICES AND A NETWORK OF OVER 200 COMMUNITY AND FAITH-BASED ORGANIZATIONS, AND OTHER LOCAL, STATE, AND FEDERAL AGENCIES, BY PROVIDING LEADERSHIP AND RESOURCES.
- THE MISSION ACKNOWLEDGES THE DIVERSITY OF THE CUSTOMERS CSA SERVES, INCLUDING INDIVIDUALS WITH DISABILITIES, CHILDREN IN NEED OF ASSISTANCE, THE ELDERLY, FOREIGN-BORN REFUGEES AND IMMIGRANTS, PEOPLE EXPERIENCING A CRISIS, VICTIMS OF CRIME AND DOMESTIC VIOLENCE, HOMELESS PERSONS, LOW INCOME FAMILIES, TEEN PARENTS, YOUNG FATHERS, AND OTHER VULNERABLE PERSONS.

**GOALS AND OBJECTIVES**

THE COMMUNITY SERVICES ADMINISTRATION'S GOALS ARE:

- SAFETY: INDIVIDUALS AND FAMILIES WILL HAVE THEIR SAFETY NEEDS MET.
- STABILITY: INDIVIDUALS AND FAMILIES IN CRISIS WILL HAVE THEIR NEEDS MET THROUGH EMERGENCY SERVICES.
- INDEPENDENCE: INDIVIDUALS AND FAMILIES SERVED BY CSA WILL ACHIEVE THEIR MAXIMUM LEVEL OF ECONOMIC AND PERSONAL INDEPENDENCE.

CSA'S FOUR MEASURABLE OBJECTIVES FOR FY 2005 ARE:

1. INCREASE THE PERCENTAGE OR NUMBER OF INDIVIDUALS AND FAMILIES SERVED BY CSA WHO ARE IN SAFE SETTINGS
2. INCREASE THE PERCENTAGE OR NUMBER OF PEOPLE SERVED BY CSA WHOSE CRISIS NEEDS ARE MET
3. INCREASE THE PERCENTAGE OR NUMBER OF INDIVIDUALS AND FAMILIES SERVED BY CSA WHO ARE ABLE TO LIVE INDEPENDENTLY
4. INCREASE THE PERCENTAGE OR NUMBER OF INDIVIDUALS SERVED BY CSA EMPLOYMENT-RELATED PROGRAMS WHO OBTAIN AND RETAIN EMPLOYMENT

**FY 2003 PROGRAM HIGHLIGHTS AND INNOVATIONS:** I WOULD LIKE TO SHARE WITH YOU EXAMPLES OF CSA INITIATIVES THAT PROMOTE SAFETY, STABILITY AND INDEPENDENCE WHILE FOCUSING ON THE DEPARTMENT'S GOAL OF A HIGH-PERFORMANCE ORGANIZATION.

**COORDINATING AND ENHANCING SERVICES**

**THE MARYLAND LEGAL SERVICES PROGRAM** HAS WORKED CLOSELY WITH OUR LEGAL PARTNERS TO MAXIMIZE SERVICES AND MINIMIZE COSTS. THE COURT HAS THE SOLE APPOINTING AUTHORITY AND DISCRETION TO ASSIGN CASES FOR LEGAL REPRESENTATION. IN PAST YEARS, THE COURTS UTILIZED THE HIGH COST COURT APPOINTED ATTORNEY PROGRAM. CURRENTLY, COURTS APPOINT THE DEPARTMENT'S CONTRACTED ATTORNEYS IN APPROXIMATELY 98% OF ALL CASES.

**THE MARYLAND CAREGIVERS SUPPORT COORDINATING COUNCIL (MCSCC)** WAS CREATED IN THE 2001 SESSION OF THE GENERAL ASSEMBLY TO COORDINATE STATEWIDE PLANNING, DEVELOPMENT, AND IMPLEMENTATION OF FAMILY CAREGIVER SUPPORT SERVICES. THE EFFECTIVE DATE FOR THE LEGISLATION WAS JULY 1, 2001. THE COUNCIL HELD ITS FIRST MEETING IN DECEMBER 2001. THE OFFICE OF ADULT SERVICES PROVIDES STAFF SUPPORT

TO THE COUNCIL

DURING ITS SECOND YEAR OF OPERATION THE COUNCIL, THROUGH THE DEPARTMENT OF HEALTH AND MENTAL HYGIENE, APPLIED FOR A PLANNING GRANT FROM THE FEDERAL CENTERS FOR MEDICAID AND MEDICARE SERVICES TO ADDRESS THE RESPITE CARE NEEDS OF FAMILIES OF CHILDREN WITH DISABILITIES.

THE COUNCIL HAS DEVELOPED A MODEL OF CAREGIVER SUPPORT SERVICES AT THE LOCAL LEVEL. THIS MODEL FOR IMPROVING EFFICIENCY AND REDUCING DUPLICATION IN SERVICE DELIVERY CAN SERVE AS A FOUNDATION FOR THE FEDERAL NEW FREEDOM DEMONSTRATION PROJECTS AND OTHER QUALITY IMPROVEMENT EFFORTS TO ACHIEVE GREATER EFFICIENCIES AND BETTER SUPPORT FOR MARYLAND FAMILIES.

**THE OFFICE OF HOME ENERGY PROGRAMS (OHEP) – ELECTRIC UNIVERSAL SERVICE PROGRAM (EUSP) AND THE MARYLAND ENERGY ASSISTANCE PROGRAM (MEAP):** THE 1999 LEGISLATION THAT DEREGULATED THE ELECTRIC INDUSTRY OF MARYLAND AND, AS A PART OF THAT ACT, CREATED THE ELECTRIC UNIVERSAL SERVICE PROGRAM (EUSP), ASSIGNED IMPLEMENTATION AND ADMINISTRATION OF THE PROGRAM TO THE DEPARTMENT OF HUMAN RESOURCES, WITH OVERSIGHT FROM THE MARYLAND PUBLIC SERVICE COMMISSION (PSC).

THE EUSP, NOW IN ITS FOURTH YEAR OF SERVICE WITH BILL ASSISTANCE SIGNIFICANTLY ABOVE THE GOALS ACHIEVED IN FISCAL YEAR 2002, IS ANTICIPATED TO SURPASS THE NUMBERS ACHIEVED IN FISCAL YEAR 2003. MORE THAN 90,000 TOTAL APPLICATIONS WERE RECEIVED BY OHEP INTAKE CENTERS, INCLUDING BOTH EUSP AND MEAP FUNDED PROGRAMS.

OHEP CERTIFIED 77,828 MEAP APPLICATIONS, AN INCREASE OF 11,642 OR 17.6% GROWTH. EUSP BILL ASSISTANCE PAID BENEFITS TO 69,781 MARYLAND

HOUSEHOLDS TOTALING \$27.6 MILLION, AN INCREASE OF 12,196 OR 22% OVER THE PREVIOUS YEAR. EUSP GRANTS AVERAGED \$395 AND MEAP GRANTS AVERAGED \$454. A BILL ASSISTANCE SUPPLEMENT BENEFIT OF \$170 WAS ISSUED TO 52,745 RECIPIENTS FROM SURPLUS 2002 FUNDS. PAYMENTS FOR ARREARAGES PRIOR TO JULY 1, 1999 WERE PAID TO 3,551 CUSTOMER ACCOUNTS TOTALING \$1.5 MILLION WITH AN AVERAGE BENEFIT OF \$422.

OUTREACH EFFORTS THROUGH LOCAL AREA AGENCY ONE-DAY ENERGY EXPOS IN BALTIMORE CITY, MONTGOMERY COUNTY AND PRINCE GEORGE'S COUNTY TOOK MORE THAN 1,200 APPLICATIONS. THIS WAS A SIGNIFICANT ACCOMPLISHMENT FOR A THREE-DAY PERIOD.

THE WEATHERIZATION CONTRACT WAS INITIATED ON DECEMBER 20, 2002 AND JUST COMPLETED ITS FIRST YEAR OF SERVICE. OHEP AND THE CONTRACTOR, THE MARYLAND ENERGY CONSERVATION, INC. ARE CURRENTLY EVALUATING AND MAKING IMPROVEMENTS TO THE DELIVERY OF SERVICE FOR THE SECOND OPTION YEAR. WE ARE PLEASED TO SEE THE EUSP IS MATURING INTO A COMPREHENSIVE ENERGY ASSISTANCE PROGRAM FOR THE CITIZENS OF MARYLAND

**“LIVING AT HOME: MARYLAND COMMUNITY CHOICES”(LAH:MCC) - MEDICAID ATTENDANT CARE WAIVER PROGRAM - OPERATED BY CSA'S OFFICE OF PERSONAL ASSISTANCE SERVICES (OPAS), PROVIDES INDIVIDUALS WITH PERMANENT CHRONIC PHYSICAL DISABILITIES, 21 TO 59 YEARS OF AGE, AN ENHANCED QUALITY OF LIFE, USING HOME AND COMMUNITY-BASED SERVICES TO MEET THEIR LONG TERM CARE NEEDS INSTEAD OF NURSING HOME PLACEMENTS. DHR IS REQUIRED BY LEGISLATIVE MANDATE, HOUSE BILL 702 (2001 SESSION OF THE MARYLAND GENERAL ASSEMBLY), TO ADMINISTER THIS PROGRAM.**

DEMAND FOR THE PROGRAM CONTINUES TO GROW. ON DECEMBER 2, 2002, THE LAH:MCC WAIVER WAS CLOSED TO COMMUNITY APPLICANTS AFTER REACHING

THE ENROLLMENT LEVEL THAT FUNDING COULD SUPPORT. THE PROGRAM ENROLLED 438 INDIVIDUALS IN FY 03 EXCEEDING OUR GOAL OF 400.

APPROXIMATELY 600,000 HOURS OF ATTENDANT CARE SERVICES WERE DELIVERED. THE PROGRAM ESTABLISHED A WAIVER SERVICES REGISTRY THAT CAPTURES INFORMATION CONCERNING INDIVIDUALS WHO ARE INTERESTED IN THE PROGRAM FOR FUTURE SERVICES. THE INITIATIVE REQUIRES FEDERAL APPROVAL FOR FUNDING.

AS OF DECEMBER 2003, THE REGISTRY INCLUDED 848 INDIVIDUALS. THE PROGRAM TAKES ACTION TO ASSESS NURSING FACILITY RESIDENTS FOR ELIGIBILITY AND ASSISTS WITH PLANS TO COME OUT OF NURSING FACILITIES IN SUPPORT OF THE OLMSTEAD DECISION AND HOUSE BILL 478 "MONEY FOLLOWS THE INDIVIDUAL" (2003 SESSION OF THE MARYLAND GENERAL ASSEMBLY). THE SUPREME COURT RULED IN OLMSTEAD VS. L.C. THAT STATES MUST PROVIDE HOME AND COMMUNITY-BASED SERVICES IN THE LEAST RESTRICTIVE ENVIRONMENT FOR INDIVIDUALS WITH DISABILITIES.

THE CURRENT CHALLENGE IS TRANSFERRING MEDICAID LONG-TERM NURSING FACILITY FUNDS TO THE WAIVER PROGRAM SO THAT THE MONEY TRULY FOLLOWS THE PERSON. PER MEMORANDUM OF UNDERSTANDING WITH DHMH, ONCE DHR EXHAUSTS THE WAIVER PROGRAM FUNDS, DHMH WILL PAY FOR A NURSING FACILITY PARTICIPANT'S SERVICES.

**NURSING FACILITY TRANSITION GRANT:** THE NURSING FACILITY TRANSITION GRANT OPERATED BY CSA'S OFFICE OF PERSONAL ASSISTANCE SERVICES (OPAS), IS A COLLABORATIVE APPROACH OF CONSUMERS, AND PRIVATE AND PUBLIC SECTOR PARTNERS IN ACTIVITIES TO SUPPORT TRANSITIONS FROM INSTITUTIONS TO THE COMMUNITY AND THE DEVELOPMENT OF AFFORDABLE AND ACCESSIBLE HOUSING. COMMUNITY PARTNERS PROVIDE TRANSITIONAL ASSISTANCE TO INDIVIDUALS WITH DISABILITIES WHO DESIRE TO MOVE BACK INTO THEIR COMMUNITIES BY PROVIDING INFORMATION ABOUT COMMUNITY PROGRAMS, ASSISTANCE LOCATING HOUSING, AND ASSISTANCE WITH THE

ACTUAL TRANSITION INTO THEIR HOME.

TO INCREASE ACCESSIBLE AND AFFORDABLE HOUSING IN MARYLAND, THE GRANT SUPPORTED DEVELOPMENT OF AN ON-LINE HOUSING REGISTRY THAT LISTS AFFORDABLE AND ACCESSIBLE HOUSING RESOURCES. PROPERTIES LISTED CONTAIN FAMILY, INDIVIDUAL, AND ELDERLY/DISABLED COMMUNITY BASED HOUSING OPPORTUNITIES THROUGHOUT THE STATE.

THE REGISTRY IS ON THE DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT WEB SITE WITH LINKS TO OTHER STATE DEPARTMENTS. THE GRANT HAS BEEN INSTRUMENTAL IN ADDRESSING IMPEDIMENTS TO AFFORDABLE AND ACCESSIBLE HOUSING AND BRINGS TOGETHER HOUSING AND HUMAN SERVICE PROFESSIONALS TO ADDRESS THE NEEDS OF INDIVIDUALS WITH DISABILITIES.

**INTERAGENCY COUNCIL ON HOMELESSNESS:** AN EXECUTIVE ORDER SIGNED IN JUNE 2002, ESTABLISHED THE COUNCIL. MEMBERSHIP INCLUDES REPRESENTATIVES OF TEN STATE AGENCIES AND THE GOVERNOR'S OFFICE. THEIR CHARGE IS TO COORDINATE STATE POLICY, DEVELOP STRATEGIES FOR PREVENTION AND REMEDIATION OF HOMELESSNESS, MAKE RECOMMENDATIONS REGARDING RESOURCE ALLOCATIONS, AND EDUCATE THE PUBLIC ABOUT THE ISSUES.

THIS EXECUTIVE ORDER WAS IN RESPONSE TO RECOMMENDATIONS FROM A TEAM MARYLAND SENT TO A JOINT HEALTH AND HUMAN SERVICES/HOUSING AND URBAN DEVELOPMENT POLICY ACADEMY IN NOVEMBER 2001 AND TO LONGSTANDING CALLS BY ADVOCATES FOR MORE STATE COORDINATION OF SERVICES FOR THE HOMELESS. THE SECRETARY OF THE DEPARTMENT OF HUMAN RESOURCES IS DESIGNATED AS THE CHAIR OF THE COUNCIL. PRIMARY STAFF SUPPORT COMES FROM THE OFFICE OF TRANSITIONAL SERVICES IN THE COMMUNITY SERVICES ADMINISTRATION. NO FUNDS ARE ALLOCATED FOR STAFF, RESEARCH, OR ADMINISTRATIVE COSTS.

THIS STATE EFFORT IS IN KEEPING WITH INITIATIVES AT THE FEDERAL LEVEL IN WHICH THE DEPARTMENTS OF HOUSING AND URBAN DEVELOPMENT, HEALTH AND HUMAN SERVICES, AND VETERANS AFFAIRS HAVE JOINED TOGETHER TO WORK TO END CHRONIC HOMELESSNESS IN TEN YEARS. PRESIDENT BUSH HAS RE-ESTABLISHED THE FEDERAL INTERAGENCY COUNCIL ON HOMELESSNESS TO LEAD THIS EFFORT.

**PROMOTING PUBLIC/PRIVATE PARTNERSHIPS**

***ADELANTE: RESPONDING TO DOMESTIC VIOLENCE IN THE LATINO***

**COMMUNITY IN BALTIMORE CITY:** *ADELANTE*, A PROJECT FUNDED BY THE OFFICE OF VICTIM SERVICES (OVS) UNDER THE DOMESTIC VIOLENCE PROGRAM, IS A PUBLIC/PRIVATE COLLABORATION OF THE ST. VINCENT DE PAUL SOCIETY OF BALTIMORE, ST. MICHAEL OUTREACH CENTER (CENTRO ASISTENCIAL DE SAN MIGUEL), THE BALTIMORE POLICE DEPARTMENT AND DHR. THIS PROJECT WAS DEVELOPED WITH THE RECOGNITION THAT THERE WAS A GROWING NEED FOR COMPREHENSIVE SERVICES TO MORE EFFECTIVELY RESPOND TO THE PROBLEM OF DOMESTIC VIOLENCE IN THE LATINO COMMUNITY.

AS THE POPULATION OF THE LATINO COMMUNITY INCREASED IN BALTIMORE CITY IT BECAME EVIDENT THAT DOMESTIC VIOLENCE WAS A SIGNIFICANT PROBLEM. DOMESTIC VIOLENCE VICTIMS WITH LIMITED ENGLISH PROFICIENCY CONTINUED TO BE AT RISK FOR ADDITIONAL ABUSE BECAUSE OF THEIR DIFFICULTY IN ACCESSING SERVICES.

ADELANTE'S APPROACH TO SERVING DOMESTIC VIOLENCE VICTIMS TAKES INTO ACCOUNT THE IMPORTANCE OF CULTURAL COMPETENCY AND SENSITIVITY TO THE COMPLEXITIES OF SERVING DIVERSE POPULATIONS. IN ADDITION TO PROVIDING SERVICES IN A NON-THREATENING ENVIRONMENT, THEY HAVE BILINGUAL STAFF WHO ARE PROFICIENT IN ADDRESSING THE SPECIAL NEEDS OF THE LATINO COMMUNITY. SUPPORT SERVICES INCLUDE: CRISIS INTERVENTION, OUTREACH, INTERPRETATION AND TRANSLATION SUPPORT, LEGAL

ACCOMPANIMENT AND ADVOCACY, AS WELL AS EMERGENCY SHELTER SERVICES AND ABUSER INTERVENTION.

**REFUGEE SERVICES COORDINATION GRANT:** THE MARYLAND OFFICE FOR NEW AMERICANS (MONA) RECEIVED FEDERAL FUNDING TO CONTINUE THE BALTIMORE RESOURCE CENTER, A PUBLIC/PRIVATE PARTNERSHIP IN BALTIMORE CITY FOR THE PURPOSE OF PROVIDING EFFECTIVE, COORDINATED SERVICES TO REFUGEES. AGENCIES COOPERATING IN THIS PROJECT INCLUDE THE BALTIMORE CITY DEPARTMENT OF SOCIAL SERVICES, THE INTERNATIONAL RESCUE COMMITTEE, CHURCH WORLD SERVICE, ETHIOPIAN COMMUNITY DEVELOPMENT COUNCIL, INC., JEWISH FAMILY SERVICES, TRESSLER LUTHERAN SERVICES, BALTIMORE CITY COMMUNITY COLLEGE, THE AMERICAN RED CROSS, AND BALTIMORE MEDICAL SYSTEMS.

THE PURPOSE OF THIS EFFORT IS TO ENHANCE STAFF TEAMWORK FOCUSING ON HELPING REFUGEES REGAIN CONTROL OF THEIR LIVES WHILE ENABLING THEM TO PARTICIPATE IN THEIR AMERICAN COMMUNITIES AND MAINTAIN THEIR CULTURAL HERITAGE. THE BALTIMORE RESOURCE CENTER EASES WHAT COULD OTHERWISE BE A DIFFICULT TRANSITION TO LIFE IN THE U.S. BY PROVIDING REFUGEES A UNIQUE OPPORTUNITY TO RECEIVE COMPREHENSIVE RESETTLEMENT SERVICES AT ONE LOCATION.

OTHER ACTIVITIES AT THE BALTIMORE RESOURCE CENTER INCLUDE: THE REFUGEE WOMEN'S LEADERSHIP PROJECT ADDRESSES ISSUES UNIQUE TO REFUGEE WOMEN, AND TO ENCOURAGE EDUCATION AND DEVELOPMENT OF LEADERSHIP SKILLS AMONG THESE WOMEN. THROUGH THIS INNOVATIVE PROJECT, REFUGEE WOMEN PARTICIPATE IN ACTIVITIES THAT REDUCE THEIR BARRIERS TO SELF-RELIANCE, TEACH LEADERSHIP SKILLS, AND PROMOTE THEIR FULL CONTRIBUTION TO THE COMMUNITY.

THE REFUGEE YOUTH PROJECT IS AN AFTER-SCHOOL TUTORIAL AND ENRICHMENT PROGRAM SERVING THE REFUGEE YOUTH OF BALTIMORE. FINANCIAL LITERACY PROJECT DEVELOPS MONEY MANAGEMENT SKILLS

AMONG THE REFUGEE POPULATION.

AMERICORPS VISTA PROGRAM MEMBERS ASSIST THE AGENCY TO BUILD ITS CAPACITY TO BETTER SERVE BALTIMORE'S GROWING REFUGEE COMMUNITY.

**CHALLENGES AND OPPORTUNITIES**: A NUMBER OF CSA PROJECTS, AS DESCRIBED BELOW, PRESENT MAJOR CHALLENGES AND OPPORTUNITIES FOR THE COMING YEAR:

**MEETING SERVICE DELIVERY CHALLENGES**

**NEED FOR SERVICES TO VULNERABLE ADULTS:** BY 2030, THERE WILL BE TWICE AS MANY OLDER PERSONS NATIONALLY (APPROXIMATELY 70 MILLION) AS THERE ARE TODAY. WHILE THOSE 65 YEARS OF AGE AND OLDER REPRESENTED APPROXIMATELY 13% OF THE POPULATION IN 2000, THEY WILL COMPRISE ABOUT 20% OF THE POPULATION BY 2030 (ADMINISTRATION ON AGING, 2000). BETWEEN 1995 AND 2010, EXPECTED GROWTH AMONG THOSE PERSONS AGE 85 AND OLDER IS 56% COMPARED TO 13% FOR THE POPULATION AGE 65 TO 84. MARYLAND HAS ALREADY WITNESSED A SIGNIFICANT INCREASE IN ITS POPULATION OF OLDER PERSONS. IN 1999, 11.5% OF MARYLAND RESIDENTS WERE OVER THE AGE OF 64. THIS IS A 15.3% INCREASE SINCE 1990.

ABOUT ONE IN TEN MARYLANDERS (9.7%) BETWEEN THE AGES OF 16 AND 64 HAVE A WORK DISABILITY, MOBILITY LIMITATION, OR SELF-CARE LIMITATION (U.S. BUREAU OF CENSUS, 2002). DISABILITY RATES INCREASE WITH AGE. THE RATE AMONG 16 TO 34 YEAR OLDS IS 6.5%, WHILE FOR 35 TO 54 YEAR OLDS IT IS 10.1%. ONE IN FIVE MARYLANDERS AGE 55 TO 64 (20.3%) REPORTS A WORK DISABILITY, MOBILITY LIMITATION, OR SELF-CARE LIMITATION. GIVEN THAT HEALTH LIMITATIONS OR DISABILITIES OFTEN INTERFERE WITH EMPLOYMENT, IT IS NOT SURPRISING THAT POVERTY RATES ARE HIGHER AMONG DISABLED MARYLANDERS THAN AMONG THE GENERAL POPULATION. SEVEN PERCENT OF MARYLANDERS AGE 16 TO 64 HAVE INCOMES BELOW THE POVERTY LEVEL. IN CONTRAST, ALMOST ONE IN FIVE DISABLED RESIDENTS (17%) HAVE INCOMES BELOW THE POVERTY LINE. THESE FACTORS INCREASE DEMAND FOR THE

PROGRAMS OF THE COMMUNITY SERVICES ADMINISTRATION - PREVENTIVE AND SUPPORTIVE COMMUNITY-BASED SERVICES THAT WORK TOGETHER TO ENSURE THE INDIVIDUAL'S STABILITY, SAFETY AND INDEPENDENCE.

THE STATE CAN ALSO EXPECT TO BE CHALLENGED TO MEET THE LONG TERM CARE NEEDS OF VULNERABLE ADULTS IN THE UPCOMING YEARS. THE STATE HAS TWO HOME AND COMMUNITY BASED SERVICE WAIVERS THAT TARGET VULNERABLE ADULTS. HOWEVER THESE PROGRAMS ARE CAPPED BOTH IN TERMS OF THE FEDERAL APPROVAL OF THE NUMBER OF PEOPLE THAT CAN BE SERVED AND FUNDS ALLOCATED FROM THE GENERAL ASSEMBLY. THE LIVING AT HOME: MARYLAND COMMUNITY CHOICES WAIVER PROGRAM REACHED CAPACITY AND WAS CLOSED TO NEW COMMUNITY ADMISSIONS ON DECEMBER 2, 2002. THE OLDER ADULTS WAIVER PROGRAM WAS CLOSED IN MAY 2003. THE OPTIONS FOR LONG TERM CARE SERVICES IN THE COMMUNITY ARE GREATLY DECREASED. THE STATE WILL NEED TO SEEK NEW FEDERAL FUNDS AND DEVELOP CREATIVE STRATEGIES TO SUPPORT BOTH THE INDIVIDUALS WITH LONG TERM CARE NEEDS AND THEIR FAMILIES TO PREVENT INDIVIDUALS FROM HAVING TO ENTER INSTITUTIONS. WITHOUT COMMUNITY SUPPORTS, THE STATE IS AT RISK OF INCREASED MEDICAID LONG TERM CARE NURSING FACILITY PLACEMENTS (AT A COST OF ABOUT \$56,000 PER INDIVIDUAL PER YEAR EXCLUDING ROOM AND BOARD COSTS).

**NEED FOR AFFORDABLE HOUSING:** THE SINGLE BIGGEST CHALLENGE FACING WORKING FAMILIES IN MARYLAND IS THE HIGH COST OF HOUSING. THIS IS PARTICULARLY TRUE FOR FAMILIES LEAVING WELFARE ROLLS, BUT THE ISSUE IMPACTS ALMOST EVERY OTHER DEMOGRAPHIC GROUP IN THE STATE. THE COST OF HOUSING HAS SKYROCKETED, ESPECIALLY IN THE LAST TEN YEARS, BUT THE WAGES AND SALARIES NECESSARY TO PAY FOR SUCH HOUSING HAVE NOT KEPT PACE. MANY FAMILIES WITH VOUCHERS FOR SECTION 8 HOUSING SUPPORT END UP RETURNING THEIR VOUCHERS BECAUSE THEY CANNOT FIND A LANDLORD WILLING TO TAKE THE CERTIFICATE. THE SITUATION IS FURTHER AGGRAVATED BY THE CONTINUING REDUCTION IN THE NUMBER OF AVAILABLE

SUBSIDIZED HOUSING UNITS, AS LANDLORDS OPT OUT OF SUBSIDY PROGRAMS WHEN THE TERMS OF THEIR AGREEMENTS EXPIRE. THE LACK OF AFFORDABLE HOUSING ALSO AFFECTS EMPLOYMENT EFFORTS AS WORKERS CANNOT LIVE NEAR THEIR JOBS AND THUS MUST COMMUTE LONG DISTANCES WITH INADEQUATE PUBLIC TRANSPORTATION IN ORDER TO MAINTAIN EMPLOYMENT.

THE LACK OF AFFORDABLE AND ACCESSIBLE HOUSING IS ONE OF THE GREATEST BARRIERS FOR INDIVIDUALS WITH DISABILITIES RESIDING IN NURSING FACILITIES WHO DESIRE TO RETURN TO THEIR COMMUNITIES. MOST INDIVIDUALS RESIDING IN A NURSING HOME HAVE DEPLETED ALL OF THEIR SAVINGS AND ASSETS, INCLUDING THEIR HOME.

MARYLAND AS A WHOLE HAS A LOW HOUSING VACANCY RATE ACROSS THE STATE. SEVERAL REPORTS HAVE INDICATED THAT INDIVIDUALS WITH DISABILITIES WHO ARE SUCCESSFUL AT FINDING ACCESSIBLE HOUSING CAN NOT AFFORD THE RENT BASED ON THEIR LIMITED SOCIAL SECURITY INCOME.

SEVERAL INDIVIDUALS WITH DISABILITIES HAVE BECOME HOMELESS AND WERE ADMITTED TO NURSING FACILITIES DUE TO THE LACK OF HOUSING, SHELTERS OR OTHER OPTIONS FOR PEOPLE WITH PHYSICAL DISABILITIES. THE DEVELOPMENT OF ACCESSIBLE AND AFFORDABLE HOUSING FOR ALL MARYLANDERS WILL REQUIRE THE COORDINATED EFFORTS OF CONSUMERS, AND PRIVATE AND PUBLIC AGENCIES WORKING HAND IN HAND TOWARD THE SAME LONG TERM GOAL. THE NURSING FACILITY TRANSITION GRANT AND “THE HOUSING ASSESSMENT REPORT” (DEVELOPED BY THE “TECHNICAL ASSISTANCE COLLABORATIVE” NOTED EARLIER) PROVIDE MULTIPLE OPPORTUNITIES TO MAKE CHANGES IN OUR HOUSING SYSTEMS. ACCESSIBLE AND AFFORDABLE HOUSING IS A LONG TERM GOAL THAT CAN ONLY BE REACHED BY THE CONTINUED DEVELOPMENT OF PARTNERSHIPS TOWARD THIS GOAL.

**EMBRACING FAITH-BASED INITIATIVES:** THE FAITH-BASED COMMUNITY HAS

INCREASINGLY EMERGED AS A VIABLE RESOURCE FOR SERVING MARYLAND'S RESIDENTS THROUGH STATE AND FEDERAL GRANTS. THE GOAL OF THIS INITIATIVE IS TO ENSURE THAT GRASSROOTS LEADERS CAN COMPETE ON AN EQUAL PLAYING FIELD FOR GOVERNMENT FUNDING THROUGH EDUCATION AND ASSISTANCE FROM GOVERNMENT PARTNERS. FAITH-BASED ORGANIZATIONS ARE EMPOWERED TO APPLY FOR AND RECEIVE GOVERNMENT FUNDING IN AN EFFORT TO SERVE MARYLAND'S FAMILIES. THE FEDERAL GOVERNMENT WILL ACT AS SUPPORTER, ENABLER, CATALYST, AND COLLABORATOR WITH FAITH-BASED AND COMMUNITY ORGANIZATIONS AS IT RELATES TO WELFARE AND SOCIAL POLICY. THE COMMUNITY SERVICES ADMINISTRATION ALREADY HAS A SUCCESSFUL RECORD OF WORKING WITH FAITH-BASED PARTNERS.

SEVERAL DEMONSTRATION PROGRAMS HAVE BEGUN TO EMERGE THAT FORM THE BASIS FOR THIS INITIATIVE. ONE SUCH PROGRAM IS THE HEALTHY MARRIAGE INITIATIVE. AN OVERWHELMING MAJORITY OF AMERICANS STILL ASPIRE TO BE HAPPILY MARRIED, YET MORE THAN THREE DECADES OF HIGH DIVORCE RATES, CHANGES IN SOCIAL NORMS, AND CHANGES IN THE STRUCTURE AND ORGANIZATION OF FAMILIES MAKES THIS GOAL SEEM DIFFICULT FOR MANY TO ACHIEVE. IN THE WAKE OF THESE CHANGES, A NEW CONSENSUS IS EMERGING AMONG ACADEMIC RESEARCHERS, POLICYMAKERS AND ADVOCATES. THIS CONSENSUS FINDS THAT CHILDREN FARE BEST WHEN RAISED IN A STABLE MARRIAGE BY TWO BIOLOGICAL PARENTS. FURTHERMORE, MARRIAGE BENEFITS NOT ONLY CHILDREN BUT ADULTS AND COMMUNITIES AS WELL. RECOGNIZING NOT ONLY CHANGING SOCIAL FORCES BUT ALSO THE ENDURING BENEFITS OF MARRIAGE, STATE AND LOCAL GOVERNMENTS, FAITH-BASED INSTITUTIONS, NON-PROFIT ORGANIZATIONS AND BUSINESSES ARE DEVELOPING INNOVATIVE APPROACHES TO PROMOTING SAFE AND STABLE MARRIAGES. THESE APPROACHES RANGE FROM CHANGING WELFARE RULES TO DEVELOPING MARRIAGE EDUCATION PROGRAMS TO COMMUNITY ORGANIZING AND MEDIA AND EDUCATION CAMPAIGNS. THE GOAL OF THIS INITIATIVE IS TO HELP COUPLES, WHO CHOOSE MARRIAGE FOR THEMSELVES, DEVELOP THE SKILLS AND KNOWLEDGE TO FORM AND SUSTAIN HEALTHY

MARRIAGES.

**HUNGER ISSUES:** MANY INDIVIDUALS AND FAMILIES IN MARYLAND FACE A DAILY CHOICE BETWEEN PAYING FOR HOUSING, FOOD, MEDICINE OR OTHER CRITICAL NEEDS. AS A RESULT, FOOD PANTRIES AND SOUP KITCHENS AROUND THE STATE ARE SEEING DRAMATIC INCREASES IN DEMAND FOR GROCERIES AND MEALS. MANY OF THOSE REQUESTING ASSISTANCE ARE WORKING BUT SIMPLY CANNOT MAKE ENDS MEET. AROUND THE STATE, EMERGENCY FEEDING ORGANIZATIONS, WHICH OPERATE OUR FOOD PROGRAMS AT THE LOCAL LEVEL, ARE REPORTING AT LEAST A 25% INCREASE IN DEMAND FOR FOOD.

**RESPONDING TO VICTIMS IN THE AFTERMATH OF TERRORISM:**

TO HELP RESPOND TO THESE VICTIMS AND IN PREPARATION FOR OTHER VIOLENT EVENTS SUCH AS THE SNIPER ATTACKS, CSA'S OFFICE OF VICTIM SERVICES HAS COLLABORATED WITH THE CRIMINAL INJURIES COMPENSATION BOARD AND THE MARYLAND ASSOCIATION OF VICTIM SERVICE PROVIDERS (MVASP) TO TRAIN PROFESSIONALS IN CRISIS RESPONSE USING THE NATIONAL OFFICE FOR VICTIM ASSISTANCE (NOVA) MODEL. THE BASIC TRAINING, PROVIDED TO 60 PARTICIPANTS, TEACHES TECHNIQUES FOR PROVIDING CRISIS INTERVENTION TO DIVERSE GROUPS OF TRAUMATIZED PEOPLE. ADDITIONAL TRAINING IS PLANNED FOR FY 2004, INCLUDING ADVANCED TRAINING FOR GRADUATES OF THE BASIC COURSE.

WE WILL, WITH YOUR ON-GOING SUPPORT, CONTINUE TO STRENGTHEN COMMUNITIES AND FAMILIES THROUGH SERVICE, INNOVATION AND RE-ENGINEERING. THANK YOU.

# MARYLAND DEPARTMENT OF HUMAN RESOURCES

## COMMUNITY SERVICES ADMINISTRATION

**EXECUTIVE DIRECTOR**  
Vacant

**DEPUTY EXECUTIVE DIRECTOR**  
John Kardys

**MARYLAND OFFICE FOR NEW AMERICANS**

Director  
Edward Lin

- Refugee Services
- Targeted Assistance
- Information & Referral
- Citizenship Initiative
- Baltimore Resettlement Center
- U.S. Repatriate Program
- Maryland Advisory Council for New Americans

**LEGAL SERVICES PROGRAM**

Director  
Robyn Scates

- CINA Representation
- Adult Guardianships
- Court Appt. Attorneys

**OFFICE OF TRANSITIONAL SERVICES**

Director  
Greg Shupe

- Emergency & Transitional Housing and Services
- Housing Counselor Programs
- Homelessness Prevention
- Service Linked Housing
- Homeless Women Crisis Shelter Program
- Governor's Advisory Board on Homelessness
- State Advisory Council on Hunger
- The Emergency Food Assistance Program
- Md. Emergency Food Program
- Statewide Nutrition Assistance Program
- Home Delivered Meals for Persons with HIV/AIDS
- IAC on Homelessness
- Supportive Housing Program/ Homeless Management Information System

**OFFICE OF ADULT SERVICES**

Director  
Jeanne M. Anastasi

- Adult Protective Services
- Social Services to Adults
- Adult Public Gdnshp. Rev. Bds
- Representative Payee
- Assisted Living/Project Home
- In Home Aide Services
- Respite Care
- MD Caregivers Support Coordinating Council

**OFFICE OF HOME ENERGY PROGRAMS**

Director  
Mary Lou Kueffer

- MEAP Energy Assistance
- MEAP Crisis Assistance
- MEAP Weatherization
- EUSP Bill Payment
- EUSP Arrearage
- EUSP Weatherization
- Utility Services Protection Plan

**OFFICE OF COMMUNITY INITIATIVES**

Director  
Terri W. Hopkins

- Maryland Fatherhood Initiative
- Commission on Responsible Fatherhood
- Non-Marital Birth Reduction Initiative
- Best Friends Program
- Statutory Rape Reduction
- Displaced Homemakers
- Individual Development Accounts
- Project Retain
- Joseph Fund
- Child First Authority
- Youth Build
- Special Projects
- Healthy Marriage Initiative

**OFFICE OF VICTIM SERVICES**

Director  
Adrienne Siegel

- Victims Of Crime Assistance
- Domestic Violence
- Family Violence Prevention & Services
- Rape Crisis/Sexual Assault
- Rape Prevention & Education
- Crisis Response
- Special Projects

**OFFICE OF PERSONAL ASSISTANCE SERVICES**

Director  
Rhonda Workman

- Living at Home: Maryland Community Choices (Attendant Care Waiver)
- Attendant Care Program
- Nursing Facility Transition Grant

**Maryland Department of Human Resources  
Community Services Administration  
2003 Accomplishments**

***SAFETY***

- The **Office of Adult Services (OAS)** Adult Services Staff in 24 local departments of social services across the state managed 43,737 cases in all adult services categories during FY 03. As a part of that caseload, Adult Services staff accepted 4,669 reports of suspected adult abuse for investigation.
- The In-Home Aide Services Program, managed by the **Office of Adult Services**, assisted 3,487 adults with activities of daily living in their own home through services provided by local departments of social services staff, vendors and independent contractors. During FY 03, an additional 2,843 disabled adults were assessed and placed on the waiting list. In-Home Aide Services staff also provided family preservation services to 1,104 families.
- **The Office of Victim Services (OVS)** continued funding and technical support to 20 **Domestic Violence** and 18 **Rape Crisis Programs** throughout the State providing hotline services, safe accommodations, individual and group counseling, medical and legal accompaniment, legal assistance and information and referral to 15,004 new individuals needing services.
- **The Office of Victim Services** Child Advocacy Centers and Court Appointed Special Advocate programs served nearly 6,000 victims of child maltreatment.
- **The Office of Victim Services**, in collaboration with the **Office of Adult Services** and the **Cecil County Department of Social Services**, conducted a pilot project to improve the safety of three at-risk populations: the elderly, individuals with disabilities, and individuals with limited English proficiency, who have been victims of domestic violence and/or rape/sexual assault by providing training to those identified as first responders for each of the populations. Training sessions were conducted in three jurisdictions for 144 participants.
- **The Office of Victim Services** collaborated with the **Office of Adult Services** to provide Family Violence Prevention and Services funding to the 24 local departments of social services to assist elderly/vulnerable victims of family/domestic violence.
- The **Office of Community Initiatives** - Child First Authority (CFA) provided after school programming in one middle school and seven elementary schools in Baltimore City, to nearly 1,000 students during the first half of the 2003-2004 school year. Participation is high among parents who volunteer an average of four hours a month with the program.
- **The Office of Victim Services (OVS)** funded **68 Victims of Crime Assistance (VOCA) Programs** that served 31,708 new victims throughout Maryland.

***STABILITY***

- **The Office of Home Energy Programs (OHEP)** through the Maryland Energy Assistance Program (MEAP) provided **77,828** households assistance with their home heating needs. The Electric Universal Services Program (EUSP) provided assistance to **69,797** households.
- The **Office of Transitional Services (OTS)** hunger programs provided almost 2 million meals and over **500,000** bags of groceries to hungry Marylanders. OTS homelessness programs provided over **200,000** bednights of emergency and transitional housing to homeless families and individuals

- The **Office of Transitional Services (OTS)** provided technical assistance and training to local jurisdictions that secured over \$20 million in HUD Supportive Housing Program funds.
- The **Maryland Office for New Americans (MONA)** assisted **686** refugees and asylees from 49 countries to find employment. Approximately 73% of the jobs were unsubsidized jobs with an average hourly wage of \$8.24. Nearly 84% of the full-time jobs include health benefits. MONA sponsored classes in 10 jurisdictions helped **822** refugees and asylees to learn English and 661 immigrants to prepare for US citizenship.
- The **Office of Community Initiatives (OCI)** - none of the **70** families participating in the Home-Visitation/Fathers Program experienced a second out-of-wedlock pregnancy.

### ***INDEPENDENCE***

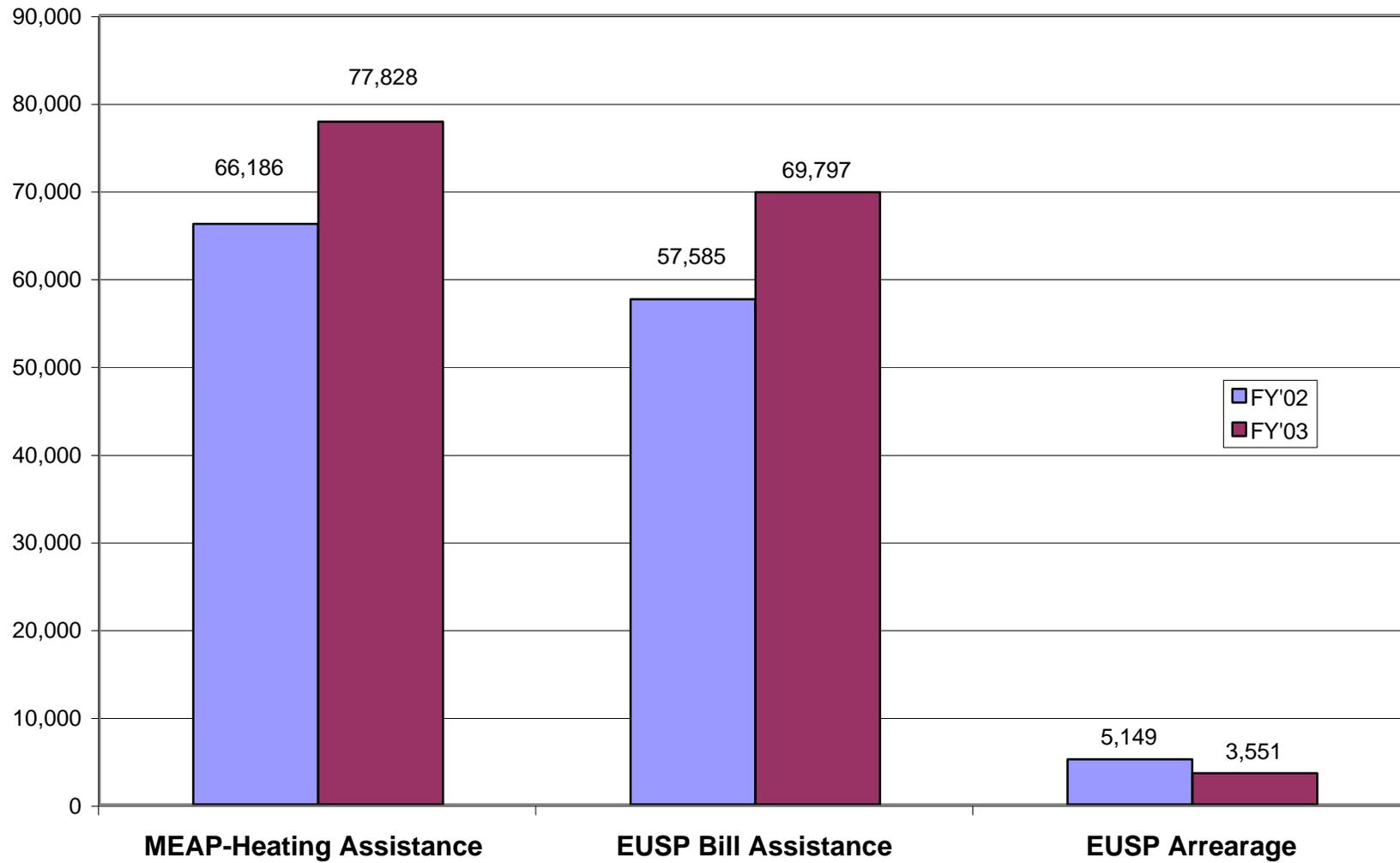
- The **Office of Adult Services** Respite Care Program provided **3,363** families with **379,103** hours of service. Families with disabled members (any age) are eligible for up to 164 hours of respite per year. Local departments of social services and private vendors deliver services.
- The **Office of Adult Services** Assisted Living/Project Home adult foster care program provided placement and case management support to **1,478** vulnerable individuals. The program also licensed, developed and supervised **624** homes statewide.
- **The Office of Victim Services** continued its collaboration with the House of Ruth and Jewish Women International to implement Esther's Place, a job counseling program for domestic violence victims and shelter. Intensive services were provided to **128** women to assist them in achieving their maximum level of independence.
- Through the **Office of Community Initiatives** Youthbuild Program, **64** young men and women renovated five houses in Baltimore City. In December 2003, two families, headed by single mothers, one with two children and the other with three, moved into two of the homes.
- Through the **Office of Community Initiatives** Maryland Fatherhood Initiatives, local departments of social services and non-profit providers exceeded projected services targets by 720, serving a total of **2043** in FY 2003.
- The **Office of Personal Assistance Services (OPAS)** enrolled **438** individuals in the waiver program, exceeding its goal of 400. **Twenty-nine** individuals in nursing facilities were transitioned to the waiver program during the year. OPAS provided **744** individuals with case management services that assist with assessment, program enrollment, and ongoing case management/service coordination. OPAS staff also processed **625** provider applications.
- The **Office of Personal Assistance Services** Nursing Home Transition Grant assisted 71 individuals from a nursing facility back to various community-based programs.

### ***HIGH PERFORMANCE ORGANIZATION***

- The **Office of Adult Services (OAS)** maintains automated caseload and MFR tracking reports that are distributed each month to local departments of social services. During FY 03, a demographic file has been developed for download from the mainframe computer information system that allows the central office to extract and analyze specific data as needed.
- The **Maryland Office for New Americans** provided cross-cultural training to 80 DHR employees and more than 200 in the community, and participated with **the Office of Employment and Program Equity** to train over **1,500** local department staff on providing equal access to services for limited English proficient persons.

- The **Maryland Office for New Americans** developed and implemented a customer satisfaction initiative that surveyed more than **500** refugees on the quality and effectiveness of employment and English language instruction services offered through its Public-Private Partnership at the Baltimore Resettlement Center.
- The **Maryland Office for New Americans** administers the public private partnership at the Baltimore Resettlement Center (BRC). One of only five such federally funded programs in the United States, the BRC delivers resettlement services through case managers employed by national voluntary agencies. Newcomers also receive housing assistance, English language instruction, employment services and other adjustment services on site.
- Through the special efforts of the **Maryland Legal Services Program Office (MLSP)**, one hundred percent of the contracted attorneys were in compliance with the requirement for continuing legal education. MLSP has taken the lead in establishing standard training requirements for legal services contractors.
- Through the special efforts of the **Maryland Legal Services Program Office (MSLP)** 98% of the CINA cases and adult guardianship cases were assigned to contracted attorneys rather than the more expensive court appointed attorneys.
- The **Office of Community Initiatives** managed several non-marital birth reduction initiatives that contributed to Maryland's reduction in the number out-of-wedlock births and the subsequent award of \$19.8 million from the U.S. Department of Health and Human Services.
- The **Office of Transitional Services** has helped select a single software produce to use for the Homeless Management Information System mandated by the U.S. Department of Housing and Urban Development. The choice of one common program will significantly improve the State's ability of local jurisdictions to track services to homeless people across political boundaries and improve the State's ability to provide an accurate unduplicated count of the number of homeless persons receiving services in the State.
- The **Office of Victim Services** funded, *Adelante*, a project designed to respond to **domestic violence in the Latino community** in Baltimore City. This project, a public/private collaboration of the St. Vincent de Paul Society of Baltimore, St. Michael Outreach Center (Centro Asistencial de San Miguel), the Baltimore City Police Department and DHR, served **95** new victims of domestic violence.

## OFFICE OF HOME ENERGY PROGRAMS NUMBER OF GRANTS BY PROGRAM YEAR



**MEDICAID ASSISTANCE PERSONAL CARE WAIVER**

<b>Total Funds</b>	<b><u>\$14,154,414</u></b>	
<b>General Funds</b>	<b><u>\$7,383,774</u></b>	
<b>No. of Positions</b>	<b><u>12</u></b>	<b>Permanent</b>
	<b><u>0</u></b>	<b>Contractual</b>

**I. Background**

The Medicaid Attendant Care Waiver, known as Living at Home: Maryland Community Choices, provides individuals with permanent chronic physical disabilities, 21 to 59 years of age, quality home and community-based services as an alternative to institutionalized care. The Waiver was developed out of a collaborative partnership between State agencies, advocates, and individuals with disabilities, at the Governor’s request. The intent of the Waiver is to expand individuals’ choices of service models and providers, cost-effectively support individuals in the community who are transferred or diverted from nursing facilities, and establish adequate rates for provider reimbursement.

The Waiver targets individuals with physical disabilities who medically qualify for a nursing home level of care under the Maryland Medical Assistance (Medicaid) Program. Participants are offered the choice of special waiver services that include attendant care, assistive technology, nurse monitoring, personal emergency response systems, and environmental accessibility adaptations. Case management services provide the link for individuals to access services. Fiscal Intermediary services provide one method to pay the attendant providing the consumer-employed attendant care services.

This program is one of Maryland’s responses to the mandates of the Supreme Court decision, *Olmstead v. L.C.*, which requires states to provide the necessary services to foster the discharge of individuals with disabilities from institutions. DHR is required by legislative mandate, House Bill 702 (2001 Session of the Maryland General Assembly), to administer this program. Waiver implementation began April 1, 2001 and closed to community applicants on December 2, 2002. Home and community services, as an alternative to nursing homes, are a priority for President Bush as outlined in his New Freedom Initiative. National trends have demonstrated that community services provide both cost-effective services and increased independence and quality of life for recipients. The waiver program supports the return of individuals back to their communities and reunites families in addition to preventing institutionalization.

**II. Current Status**

The State continues to implement several continuous quality improvements to enhance services, monitoring, operations, and payments such as:

- Streamlining the application process;
- Developing of Provider Service Reports to monitor services delivery and address health and safety issues;
- Auditing service providers to ensure proper payments, credentials, and documentation;

- Modifying the program's billing software to comply with the Federal Health Insurance Portability & Accountability Act (HIPAA);
- Developing a formalized reporting structure and complaint management system including incident reporting and consumer feedback for the discovery and detection of problem areas.
- Implementing the Participant Experience Survey to measure experiences in the areas of access to care, choice and control, respect, dignity, community integration, and inclusion;
- Regional Provider Training to assist community providers with new Federal HIPAA requirements, billing documents, First Aid and CPR training, and required reporting; and
- Case management training on new policies and procedures;

The Living at Home: Maryland Community Choices waiver program enrolled 438 individuals in FY 03 exceeding our goal of 400. In addition approximately 600,000 hours of attendant care were rendered. As of December 2003, there are 848 individuals who want to apply to the program. They have been placed on the registry for waiver services.

The program continues to take action to assess nursing facility residences for eligibility and assist with plans to come out of nursing facilities in support of the Olmstead's Decision and House Bill 478 "Money Follows the Individual" (2003 Session of the Maryland General Assembly). Individuals from nursing homes continue to apply and approximately 3 individuals transition from an institution monthly. The current challenge is identifying the expenditures in order to transfer the Medicaid long-term nursing facility funds to the waiver program so that the money truly follows the person. Per a Memorandum of Understanding (MOU) with DHMH, once DHR exhausts the waiver program funds, DHMH will pay for nursing facility participants' services.

**Department of Human Resources                      Community Services Administration**  
**Fiscal Year 2005 Budget**

**ELECTRIC UNIVERSAL SERVICES PROGRAM (EUSP)**

<b>Total Funds</b>	<b><u>\$34,000,000</u></b>	
<b>General Funds</b>	<b><u>0</u></b>	
<b>No. of Positions</b>	<b><u>0</u></b>	<b>Permanent</b>

**I. Background**

The Electric Universal Services Program (EUSP) was initially funded at a level of \$34 million a year for a period of three years through provisions of the Electric Restructuring Act of 1999. That period was over at the end of FY 2003. Senate Bill 504 provided for the continuation of the program. The Act required the Public Service Commission (PSC) to make a report and recommendation to the General Assembly on the finding level for the next fiscal year. That report has been submitted to the General Assembly with a recommendation to retain the \$34 million funding level.

Funding for EUSP comes from Special Funds in the form of a universal service fee included on each residential and commercial electric bill. The fee is established each year by the PSC. The residential fee during FY 2003 was \$.37 per month. During FY 2003, 69,797 Maryland households received EUSP assistance, with an average benefit of \$395.

**II. Current Status**

Funding for EUSP is recommended by the Public Service Commission and DHR to remain at the \$34 million level.

OHEP continues to implement several continuous quality improvements to enhance services, monitoring, operations, and payments. These include.

- Initiating monitoring visits to each of the local administering agencies once annually.
- Developing a database security block to require separation of duties to prevent fraudulent approval of applications.
- Providing revised instructions for documentation requirements for applications.
- Creating improved weatherization process methods for an increase in project completions.

**Department of Human Resources      Community Services Administration**  
**Fiscal Year 2005 Budget**

**ELECTRIC UNIVERSAL SERVICES PROGRAM (EUSP)**  
**WEATHERIZATION**

<b>Total Funds</b>	<b><u>\$3,500,000</u></b>	
<b>General Funds</b>	<b><u>0</u></b>	
<b>No. of Positions</b>	<b><u>0</u></b>	<b>Permanent Central Staff Manager</b>
		<b>Statewide Weatherization Contractor</b>

**I. Background**

The Electric Universal Services Program (EUSP) weatherization program was funded for \$3.5 million a year for each of the first three years. A contract was not issued in the first two years of the program. Some funding from FY 2002 and 2003 weatherization was retained and applied to the contract for FY 2003 and FY 2004.

A modification of the weatherization contract was ordered by the Commission in FY2003 to eliminate appliance replacement or repairs from the language of the contract. The modification was approved by the Board of Public Works on October 15, 2003.

Maryland Energy Conservation, Inc. completed the first year of contract operations on December 19, 2003. OHEP analysis of the program as delivered in that first year has caused changes in procedures to improve the number of weatherization projects completed.

OHEP is making programming changes to provide a better quality list of high-energy user applicants to the contractor.

**II. Current Status**

The Public Service Commission sets the dollars allocated to the weatherization program. In their report to the Legislature the PSC recommends that the current funding is adequate for the operation of the FY2005 weatherization program. DHR/OHEP agrees with this conclusion.

Department of Human Resources                      Community Services Administration  
Fiscal Year 2005 Budget

**ELECTRIC UNIVERSAL SERVICES PROGRAM (EUSP)**  
**ARREARAGE RETIREMENT**

<b>Total Funds</b>	<b><u>\$1,500,000</u></b>	
<b>General Funds</b>	<b><u>0</u></b>	
<b>No. of Positions</b>	<b><u>0</u></b>	<b>Permanent Central Staff</b>

**I. Background**

The Electric Universal Services Program (EUSP) Arrearage Retirement component was funded by legislature for \$1.5 million for FY2004, the first year the Act allowed eligible applicants to declare arrearages that occurred after July 1, 2000 the inception of the EUSP.

The \$1.5 million funded for FY2004 was expended within three months of the beginning of the fiscal year. Eligible low-income households provided a grant on a first come, first served basis. Nearly 4,827 eligible households received benefits with an average benefit of \$310.75.

**II. Current Status**

DHR/OHEP recommends that \$1.5 million funding should continue for FY2005. It is estimated that without a cap, there could be a potential for expenditures of \$6-7 million for arrearage payments. Since additional arrearage benefits would deplete the larger pool of funds, DHR/OHEP believes reducing monies available for bill assistance defeats the purpose of providing a program to make energy costs more affordable for the low-income residents of Maryland.

**Department of Human Resources                      Community Services Administration**  
**Fiscal Year 2005 Budget**

**MARYLAND LEGAL SERVICES PROGRAM**

<b>Total Funds</b>	<b><u>\$13,691,004</u></b>	
<b>General Funds</b>	<b><u>\$8,884,777</u></b>	
<b>No. of Positions</b>	<b><u>5</u></b>	<b>Permanent</b>
<b>Contractual</b>	<b><u>                    </u></b>	

**I.        Background**

The Maryland Legal Services Program (MLSP) is a mandated statewide program providing legal representation for children in Child in Need of Assistance (CINA) proceedings and indigent adults in Adult Guardianship Proceedings. In FY 2003, MLSP's contractors provided legal representation to over 19,000 clients.

**II.       Current Status**

In FY 02, MLSP implemented new contracts, which significantly changed the delivery of legal services to Maryland's vulnerable population. These new contracts included increased accountability, required attorney contacts with the child and adult clients and set a minimum number of hours spent on each case. The benefit of such mandatory contract provisions is a better understanding of each case and increased quality legal representation for Maryland's most vulnerable population. Quality legal representation provides greater safety for Maryland's vulnerable children and adults and protects their legal rights. Currently, jurisdictions statewide report consistent quality legal services provided to the children and adults.

Ensuring a consistent high level of quality legal representation requires monitoring. The MLSP staff conducts contract, fiscal, on-site, and in-court monitoring of the contractors to ensure contract compliance. In addition, the MLSP staff continues to meet with the judiciary, and the local department of social services to maintain open communication. The new requirement and accountability coupled with MLSP's continuing monitoring efforts benefit the state because it yields quality legal services to vulnerable children and adults.

**MARYLAND FATHERHOOD RELATED PROGRAMS**

<b>Total Funds:</b>	<u>\$940,100</u>	
<b>General Funds:</b>	<u>\$791,270</u>	
<b>No. of Positions:</b>	<u>0</u>	<b>Permanent</b>
	<u>0</u>	<b>Contractual</b>

**I. Background**

The Maryland Fatherhood Initiative is comprised of five distinct employment and supportive services programs, designed to promote the positive emotional and economic involvement of fathers in the lives of their children.

The **Young Fathers – Responsible Fathers Program** serves young, unwed fathers or expectant fathers who are likely to become or are currently involved with the State’s service support system. The program provides educational and employment opportunities and emotional support.

The **Access and Visitation Program** assists non-custodial parents with the visitation of their children through counseling services, mediation, parenting contract development, neutral drop-off sites, and support group activities.

The **Absent Parent Employment Program** increases the earnings capacity of unemployed or underemployed non-custodial parents who are failing to meet their child support obligations through workforce development services.

The **Home-Visiting/Father-Involvement Program** focuses on intervention by working with first-time parents, both mothers and fathers. Parents receive in-home and on-site services, which include family planning, job-search assistance, GED instruction, parenting skills training, and relationship enhancement. Goals for program participants are to reduce subsequent out-of-wedlock pregnancies, increase the employment rate, and improve the long-term involvement of both parents in rearing their children.

**II. Current Status**

The **Young Fathers-Responsible Fathers Program** enables low income and unemployed fathers to play a productive role in their children’s lives. The Program, which began in 1992, operates through the local Departments of Social Services and served 920 fathers in FY 2003. Services include parenting training, individual and group counseling, life-skills and health/wellness instruction, visitation mediation, and employment development. Program participants paid \$129,601 in child support payments in Fiscal Year 2003. The cost per participant was \$542.

The **Access and Visitation Program** provided mediation, education, counseling and visitation services to 695 participants in FY 03 that paid \$259,560 in child support. Funded by the Federal Office of Support Enforcement, services are delivered through non-profit organizations, the family courts, and local Departments of Social Services. The cost per participant was \$239.

The **Partners for Fragile Families Demonstration Project** is designed to serve low-income never married fathers between the ages of 16 and 25. This three-year demonstration project builds and strengthens existing community based fatherhood programs. Baltimore is one of ten

national demonstration sites funded by the Ford and Mott Foundations and the National Center for Strategic Non-profit Community Planning and Leadership. Services include but are not limited to job readiness instruction, job placement, substance abuse counseling, parenting skills training, and support groups. Of the 72 fathers enrolled in the program to date, 42 paternities have been established and 44 participants have obtained employment.

**The Absent Parent Employment Program** assists non-custodial parents in obtaining employment, thus increasing their ability to provide financial support for their children. The program served 250 non-custodial parents in Prince George's and Harford Counties in Fiscal Year 2003. 131 participants entered employment with an average wage of \$9.62 and paid \$214,140 in child support.

The **Home-Visitation/Father-Involvement Program** served 140 mothers and fathers in FY 03, none of whom experienced a subsequent non-marital pregnancy. In addition, 92% of these participants received regular parenting and child-care services. This program also contributed to the \$19.8 million award from the U.S. Department of Health and Human Services as a result of having one of the highest decreases in out-of-wedlock births in the nation.

### **III. Opportunities**

The Department is working to review opportunities for funding from both the federal government and the private sector to address the special needs of this population.

**RESPONSIBLE CHOICES/OUT-OF-WEDLOCK BIRTH REDUCTION INITIATIVES**

<b>Total Funds:</b>	<u>\$496,751</u>	
<b>General Funds:</b>	<u>\$496,751</u>	
<b>No. of Positions:</b>	<u>1</u>	<b>Permanent</b>
	<u>0</u>	<b>Contractual</b>

**I. Background**

In accordance with the provisions of the Personal Responsibility and Work Opportunity Reconciliation Act, the Department of Human Resources assumed administrative operation of the Responsible Choices Demonstration Project in SFY99 to address the high number of non-marital births in Maryland. Responsible Choices involves two sub-initiatives.

The Best Friends program focuses on prevention of adolescent pregnancies by encouraging young girls in grades 4 through 12 to remain abstinent from sexual activity through developing self-respect. Participants are provided with at least 110 hours of instruction, which is mostly incorporated during school hours. Curriculum components include group discussion, individual mentoring, fitness and nutrition, role-model presentations, cultural awareness activities, and service-learning projects. Additionally, as specified in TANF guidelines, Responsible Choices addresses issues regarding statutory rape throughout the State.

**II. Current Status**

The Best Friends Program continued in six schools within Baltimore City and two schools in Prince George's County. Baltimore County instituted the program in one middle school. Diamond Girls, a special follow-up component for high-school girls also continued in Baltimore City. A total of 360 girls participated in FY 03. An anonymous post-program survey conducted by Best Friends participants revealed that 92% of participants reported plans to postpone sexual intercourse at least until after graduation from high school. This program also contributed to the \$19.8 million award from the U.S. Department of Health and Human Services as a result of having one of the highest decreases in out-of-wedlock births in the nation.

The Community Services Administration partners with the Governor's Council on Adolescent Pregnancy (GCAP) to address statutory rape (underage consensual activity). The Department contributed \$50,000.00 to GCAP for "train-the-trainer" sessions to law enforcement agencies, prosecutors' offices, crime victim assistance programs, children's advocacy centers, schools, and State teen pregnancy prevention programs.

Department of Human Resources                      Community Services Administration  
Fiscal Year 2005 Budget

**INDIVIDUAL DEVELOPMENT ACCOUNT PROGRAM**

<b>Total Funds:</b>	<b><u>\$953,962</u></b>	
<b>General Funds:</b>	<b><u>\$110,692</u></b>	
<b>No. of Positions:</b>	<b><u>0</u></b>	<b>Permanent</b>
	<b><u>0</u></b>	<b>Contractual</b>

**I. Background**

The Individual Development Account (IDA) program assists low-income individuals with opening and maintaining matched savings accounts at federally-insured institutions. IDA participants contract to save funds for educational expenses, a home, certain home repairs, or for deposit into a business capitalization account. Individuals also receive educational counseling, economic-literacy training, and case-management services. Accounts can be used toward post-secondary and vocational educational expenses other than tuition; acquisition costs for a home; major home repairs providing structural improvements that will last at least 10 years; and payment directly into a business capitalization account.

The Department of Human Resources partnered with the Maryland Center for Community Development (MCCD) in State Fiscal Year 2002 to implement the IDA program for a five-year period. MCCD provides technical assistance to community based organizations that serve as direct service providers to participants in the IDA program. The vendor also serves as the conduit between the Department and the service providers. In FY 2002 MCCD was awarded \$100,000 in State general funds. The \$100,000 in State funds and \$267,590 in private funds enabled MCCD to receive a federal match totaling \$367,590.

**II. Current Status**

At the conclusion of an individual's participation in the program, the program provides participants with state matching funds in the amount of two dollars to every dollar deposited. These funds are held on behalf of each individual including any interest earned on the matching funds. Participants are also given assistance and support to reach their selected outcomes. The program has reached 70% of the total goal to serve 56 participants by June 30, 2006. Applicants who did not meet all the eligibility requirements were able to participate in financial-literacy or asset-specific training, or received other case management services.

As of January 2004, 26 IDA savings accounts have been opened for home acquisition costs and 13 opened for post-secondary, vocational, or business/micro-enterprise expenses.

**Department of Human Resources                      Community Services Administration**  
**Fiscal Year 2005 Budget**

**INTERAGENCY COUNCIL ON HOMELESSNESS**

<b>Total Funds</b>	<u>0</u>	
<b>General Funds</b>	<u>0</u>	
<b>No. of Positions</b>	<u>0</u>	<b>Permanent</b>
	<u>0</u>	<b>Contractual</b>

**I. Background**

The Bush Administration, through an unprecedented level of coordination among federal agencies, has made a commitment to end chronic homelessness in ten years. The President reinstated the federal Interagency Council on Homelessness, naming Phillip Mangano as its Director. Three key agencies (HHS, HUD, VA) have already announced a joint Notice of Funding Availability (NOFA) to encourage states to develop comprehensive programs to end chronic homelessness. The Department of Housing and Urban Development has made homelessness a priority in many housing programs. The President also signed a budget bill for the Department of Veterans Affairs noting the Administration's commitment to ending chronic homelessness among veterans in the next ten years.

An Executive Order signed in June 2002, established an Interagency Council on Homelessness, comprising representatives of eleven state agencies plus the Governor's Office. Their charge is to coordinate State policy, to develop strategies for prevention and remediation of homelessness, to make recommendations regarding resource allocations, and to educate the public about the issue. This Executive Order was based on recommendations from a team Maryland sent to a federally-sponsored Policy Academy in November 2001 and on longstanding calls by advocates for more state coordination of services for the homeless. The Secretary of the Department of Human Resources is designated as the Chair of the Council. Primary staff support comes from the Office of Transitional Services in the Community Services Administration. No funds are allocated for staff, research, or administrative costs.

**II. Current Status**

In August, the Secretary of DHR requested that each of the agencies designated to serve on the Interagency Council appoint a representative. While most agencies honored the Secretary's request, the Council did not meet in 2003. A meeting is scheduled for early February 2004.

In the meantime, the State did send a team of twelve agency representatives (including four members of the Interagency Council) and advocates to a federally-sponsored Policy Academy on "Access to Mainstream Services for People Experiencing Chronic Homelessness." The Policy Academy team developed a draft plan to begin to address this issue. This plan will be presented for the Interagency Council's review and approval at its next meeting. It is expected that the work of the two groups will be combined to coordinate the state's effort to make homelessness a rare and brief occurrence in Maryland.

N00C01 – DHR – Adult and Community Services

Refer: Legislative Analyst Issue  
Page 3

Budget Book: Volume II, pages 448-449

**Analyst's Issue #1:**

THE DEPARTMENT OF HUMAN RESOURCES (DHR) SHOULD COMMENT ON HOW IT INTENDS TO CONTINUE TO FUND THIS PROGRAM WITHOUT CONTINUING TO FACE DEFICITS, GIVEN THE DOUBLE DIGIT COST INCREASES AND THE ALLOWANCE OF ONLY 6%. DHR SHOULD ALSO COMMENT ON WHY IT CONTINUES TO ASSUME FEDERAL FUNDING FOR THE LEGAL SERVICES PROGRAM AT OVER 35%, WHEN ACTUAL FUNDING HAS BEEN CONSISTENTLY LESS THAN 32%.

**Department's Response:**

The Maryland Legal Services Program (MLSP) provides quality legal representation to Maryland's most vulnerable population. It is very difficult to adequately project the Program's actual caseload in these categories. The Department does not have any control over caseloads, however the Department makes every effort to minimize the costs by utilizing contracts for these services. The Department has found that contractual services have better quality and cost effectiveness as opposed to the higher costing Court Appointed Attorney Program (averages twice the cost per case for contracted cases). MLSP uses over ten years of experience data to accurately project its caseloads. Based on experience, FY 2005 will experience a slight deficit (if any) even with the 6% increased allowance. MLSP will continue to track case activity on a monthly basis and provide this data in order to predict any budget deficiencies.

The Department acknowledges the Analyst's finding that federal fund levels in prior year budgets have been higher than actually attained. The goal of the Department is to make the best estimate possible in assuming federal fund receipts. In an effort to address this situation in FY 2005 the percentage of anticipated federal funds has been lowered, compared to previous years, to more accurately reflect a level of Title IV-E funding that the Department expects to attain.

N00C01 DHR - Adult and Community Services

Refer: Legislative Analyst Issue  
Page 3 and 16

Budget Book: Volume II, pages 452-455

**Analyst's Issue #2:**

**Analyst's Recommended Action #1:**

DLS RECOMMENDS THAT \$1 MILLION ADMINISTRATIVE FUNDS BE RESTRICTED FOR THE EUSP UNTIL A COMPREHENSIVE REPORT DETAILING ITS PLANS TO PROVIDE SERVICES TO CUSTOMERS, ITS PLANS TO IMPROVE UPON ITS CURRENT ADMINISTRATIVE AND WEATHERIZATION PRACTICES AND PROCEDURES, ITS PLANS TO REDUCE ADMINISTRATIVE COSTS, AND ITS PLANS TO PROVIDE SERVICES PRIOR TO AND SUBSEQUENT TO JUNE 30, 2004.

**Department's Response:**

The Department disagrees with the recommendation to withhold \$1 million in administrative funds until a comprehensive report is provided.

The Public Service Commission is through legislation the oversight agency for the EUSP. As a requirement of that oversight, the OHEP is required to submit an annual plan, a final annual report and monthly status reports which include detailed information on all aspects of the program including weatherization. Additional reports would duplicate these efforts.

In its first year of operation the weatherization concept has undergone dramatic changes due to four major events:

- Delays in issuing the weatherization contract created a retention of funds from previous years, thus creates difficulties contacting applicants from those previous years eligibility lists;
- Over optimistic estimates of capability due to theory without past weatherization experience;
- Initial list of 18,000 names was unrealistic and based on only if applicant checked their desire for service and not based on eligibility. Actual house inspection is required to determine eligibility; and
- A modification of the weatherization contract to restrict the definition of weatherization to shell improvements only, deleting all language referencing energy conservation or appliance replacement or repair pursuant to the PSC order dated June 26, 2003.

OHEP central has reviewed with the contractor at a meeting on January 8, 2004 the first year outcomes and has put into operation revisions to the program including:

- OHEP is revising database management tools to focus weatherization customer lists on high electric users for distribution to contractor. Programming changes will be completed by end of February.

- OHEP local area agencies are being trained to do follow up monitoring inspections of completed weatherization units the first week in March, 2004.
- OHEP is conducting monthly meetings with the contractor for status of progress and updates on procedures to reduce cost and time lags.
- OHEP weatherization manager is doing random site monitoring of weatherization projects in progress and for follow up exit audits.

All reports and/or hearings regarding the management of EUSP and presented to or before the PSC and available under Case number 8903 on the PSC website.

Refer: Legislative Analyst Issue  
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Budget Book: Volume II, pages 485-486

**Analyst's Recommended Action #2:**

THE ANALYSTS' RECOMMENDED ACTION #2 CALLS FOR THE DELETION OF 27 REGULAR POSITIONS THAT HAVE BEEN VACANT FOR LONGER THAN 12 MONTHS. TOTAL REDUCTIONS WOULD AMOUNT TO \$1,192,077, WITH TOTAL GENERAL FUNDS BEING REDUCED BY \$474,216 AND TOTAL SPECIAL AND FEDERAL FUNDS BEING REDUCED \$45,859 AND \$672,002 RESPECTIVELY.

**Department's Response:**

The Department is opposed to the elimination of these positions. The 27 PINs in question are located in 9 jurisdictions across the state. Nineteen of those positions are located in Baltimore City and Prince George's County. Historically, these jurisdictions have the highest requests for assessment and manage the highest continuing services caseloads.

While the positions in question may have been vacant for 12 months or more, they are vacant as a direct result of the ongoing hiring freeze. It is recommended that these positions remain until such time that the hiring freeze is lifted and they can be filled.

As a result of the current hiring freeze staff in the local departments of social services have an increasing workload. In many jurisdictions staff have been reassigned from Adult Services to work with Child Protective Services and Foster Care cases. The \$1.2 million is needed in order to fund these positions. The positions in question are needed and necessary to maintain the high quality of services that are used to protect Maryland's most vulnerable citizens.